MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 3, 2018/2019

BAC4684 – ERP SYSTEMS

(All sections / Groups)

28th May 2019
9.00am – 12.00pm
(3 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of 4 pages (including cover page) with FOUR (4) questions only.

2. Attempt ALL questions.

3. All questions carry equal marks and the distribution of marks for each question is given.

4. Please write all your answers in the Answer Booklet provided.

QUESTION 1 (25 marks)

New ERP systems get implemented and existing ones modified in direct response to the most rapidly growing parts of a business. From product line extensions, new product lines to entirely new business models, ERP systems excel when they are enablers of profitable growth. With so many resources and knowledge available today, the probability of excelling at implementations is trending up. Overall, ERP system is a platform that can fuel new business creation and help manufacturers deliver value to customers.

Required:

i) Discuss **FOUR (4)** challenges companies experience in implementing ERP systems. (8 marks)

ii) Discuss **FOUR (4)** things companies should do to avoid ERP systems failures. (8 marks)

iii) Why do you think ERP systems in particular often cited as examples of failures in IT systems and business management? Provide **THREE (3)** reasons. (9 marks)

QUESTION 2 (25 marks)

Integrating ERP systems in the curriculum of not only universities but also all types of institutions of higher learning has been a major challenge over the decades. The tremendous complexity of ERP systems posed a significant challenge for many institutions. ERP systems education is an area requiring special attention for a number of reasons. Students usually have a strong interest in this area hoping to gain market-driven skills. While managing ERP systems is typically comprehensive and complex, the frequency of upgrades and innovations from one software release to the next characterizes the rapidly evolving nature of these Information Systems (IS) solutions. The willingness to gain insight into the rich system functionality requires hands-on experiences and material appropriate for tertiary education is still a bottleneck. However, the successful uptake of reliable application hosting solutions seems to relieve at least the burden related to the technical system support.

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Required:

i) Identify **THREE (3)** benefits of incorporating ERP systems into the curriculum of tertiary education.

(9 marks)

ii) Distinguish between a business function and business process. Provide an example to illustrate your points. Why do managers today try to think in terms of business processes rather than business functions?

(8 marks)

iii) List and briefly explain the processes involved in **procure-to-pay** process.

(8 marks)

QUESTION 3 (25 marks)

According to Stratistics MRC, the global Enterprise Resource Planning (ERP) software market is expected to grow from $34.10 billion in 2017 to reach $74.20 billion by 2026. Factors such as improving operational efficiency and transparency within the organization and high penetration of cloud based deployment model are propelling the market growth. However, high installation price and the accessibility of open source applications are few factors inhibiting the market growth.

Required:

i) Explain **TWO (2)** criteria that should be used when selecting an ERP software vendor.

(6 marks)

ii) Identify **TWO (2)** biggest ERP vendors and discuss the **TWO (2)** factors that distinguish them from the rest.

(8 marks)

iii) Discuss "change management" and why is it important for ERP projects?

(6 marks)

iv) Discuss integration and why is it so important for ERP systems?

(5 marks)

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QUESTION 4 (25 marks)

ERP systems are complex systems and require proper planning and total support (support from management, employees and end-users) for its successful implementation. A successful ERP implementation raises the productivity of the enterprise and results in increased customer satisfaction. A company is likely to benefit more if it is able to fully integrate ERP into day-today business operations of the company. An effective ERP system will be able to accommodate rapidly changing business conditions.

Required:

i) Discuss the **FIVE (5)** stages in ERP life cycle with relevant examples.

(15 marks)

ii) Discuss **TWO (2)** issues associated with the infrastructure platform on which the ERP system will run.

(6 marks)

iii) Identify **TWO (2)** drawbacks of cloud computing.

(4 marks)

END OF QUESTION PAPER